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Tender

Secondary Contact Centre

Platform Housing Limited

F02: Contract notice

Notice identifier: 2024/S 000-030711

Procurement identifier (OCID): ocds-h6vhtk-04a300

Published 26 September 2024, 9:17am

Section I: Contracting authority

I.1) Name and addresses

Platform Housing Limited

1700 Birmingham Business Parkway

Solihull

B37 7YD

Contact

Stephanie Gill

Email

stephanie.gill@platformhg.com

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.platformhg.com

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://supplierlive.proactisp2p.com/Account/Login>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://supplierlive.proactisp2p.com/Account/Login>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Secondary Contact Centre

Reference number

DN2668

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Platform Housing Group is seeking proposals for a Secondary Contact Centre call handling service. This service will need to provide phone cover 24/7/365 to support the handling of calls during peak times, low resourcing, mandatory training and other adhoc support.

The purpose of this tender is to identify a supplier who can provide comprehensive call handling service.

II.1.5) Estimated total value

Value excluding VAT: £550,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Platform Housing Group is seeking proposals for a Secondary Contact Centre call handling service. This service will need to provide phone cover 24/7/365 to support the handling of calls during peak times, low resourcing, mandatory training and other adhoc support.

The purpose of this tender is to identify a supplier who can provide comprehensive call handling service.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

We will look to offer a 2 year (24 months) extension to the original 3 year term.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

25 October 2024

Local time

4:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

25 October 2024

Local time

4:05pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

The Cabinet Office

Correspondance Team, Cabinet Office, Whitehall

London

SW1A 2AS

Country

United Kingdom